



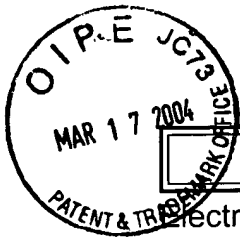
Electronic Filing System (EFS) Data
Electronic Patent Application Submission
USPTO Use Only

EFS ID: 57285
Application ID: 10735470
Title of Invention: METHOD AND APPARATUS FOR
PROVIDING INTEGRATED
CUSTOMER CARE AND WORK-
FLOW MANAGEMENT
First Named Inventor: Anand Kumar
Domestic/Foreign Application: Domestic Application
Filing Date: 2003-12-12
Effective Receipt Date: 2004-03-17
Submission Type: Information Disclosure
Statement
Filing Type:
Confirmation number: 4313
Attorney Docket Number: 717841.4




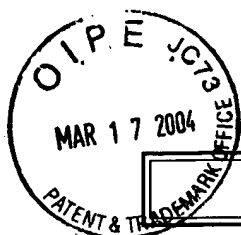
Total Fees Authorized:

Digital Certificate Holder: cn=Mark E. Stallion,ou=Registered Attorneys,ou=Patent and Trademark
Office,ou=Department of Commerce,o=U.S. Government,c=US
Certificate Message Digest: 7991933752864bc27789de50e66a6db6d7812b4a

**TRANSMITTAL**

Electronic Version v1.1
Stylesheet Version v1.1.0

Title of Invention	METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT									
<p>Application Number: 10/735470 </p> <p>Date: 2003-12-12</p> <p>First Named Applicant: Anand Kumar</p> <p>Confirmation Number: 4313</p> <p>Attorney Docket Number: 717841.4</p>										
<p>I hereby certify that the use of this system is for OFFICIAL correspondence between patent applicants or their representatives and the USPTO. Fraudulent or other use besides the filing of official correspondence by authorized parties is strictly prohibited, and subject to a fine and/or imprisonment under applicable law.</p> <p>I, the undersigned, certify that I have viewed a display of document(s) being electronically submitted to the United States Patent and Trademark Office, using either the USPTO provided style sheet or software, and that this is the document(s) I intend for initiation or further prosecution of a patent application noted in the submission. This document(s) will become part of the official electronic record at the USPTO.</p>										
<table border="1"><thead><tr><th>Submitted by:</th><th>Elec. Sign.</th><th>Sign. Capacity</th></tr></thead><tbody><tr><td>Mark E. Stallion Registered Number: 46,132</td><td>/Mark E. Stallion/</td><td>Attorney</td></tr></tbody></table>			Submitted by:	Elec. Sign.	Sign. Capacity	Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney		
Submitted by:	Elec. Sign.	Sign. Capacity								
Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney								
<table><tr><td>Documents being submitted</td><td>Files</td></tr><tr><td>us-ids</td><td>nisc4-usidst.xml</td></tr><tr><td></td><td>us-ids.dtd</td></tr><tr><td></td><td>us-ids.xsl</td></tr></table>			Documents being submitted	Files	us-ids	nisc4-usidst.xml		us-ids.dtd		us-ids.xsl
Documents being submitted	Files									
us-ids	nisc4-usidst.xml									
	us-ids.dtd									
	us-ids.xsl									
Comments										



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of
Invention

METHOD AND APPARATUS FOR PROVIDING
INTEGRATED CUSTOMER CARE AND WORK-FLOW
MANAGEMENT

Application Number: 10/735470



Confirmation Number: 4313

First Named Applicant: Anand Kumar

Attorney Docket Number: 717841.4

Search string: (6519571 or 5943656 or 6526409 or 6141651
or 6453038 or 6334116 or 6317718 or 6182060
or 20030065529 or 20020156797 or
20030028451 or 20030023453 or 20020198629
or 20010024497 or 20030069780 or
20030009401 or 20020188497),pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
	1	6519571	2003-02-11	Guheen, et al.			
	2	5943656	1999-08-24	Crooks, et al.			
	3	6526409	1996-09-10	Leenstra, et al.			
	4	6141651	2000-10-31	Riley, et al.			
	5	6453038	2002-09-17	McFarlane, et al.			
	6	6334116	2001-12-25	Ganesan, et al.			
	7	6317718	2001-11-13	Fano			
	8	6182060	2001-01-30	Hedgcock, et al.			

US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
	1	20030065529	2003-04-03	Pitchaikani, et al.			



	2	20020156797	2002-10-24	Lee, et al.
	3	20030028451	2003-02-06	Ananian
	4	20030023453	2003-01-30	Hafen, et al.
	5	20020198629	2002-12-26	Ellis
	6	20010024497	2001-09-27	Campbell, et al.
	7	20030069780	2003-04-10	Hailwood, et al.
	8	20030009401	2003-01-09	Ellis
	9	20020188497	2002-12-12	Cerwin

Signature

Examiner Name	Date